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Water has no substitute...Conserve it!

News Release

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DOW reminds residents of water emergency preparedness and service advisory guidelines

LIHUE –The Department of Water (DOW) reminds residents of water emergency preparedness guidelines and water service advisories that may be issued during an emergency or natural disaster.

During a natural disaster, high winds and flooding could potentially damage water facilities and disrupt the power supply to its water sources resulting in water service disruptions. Unforeseen damage or scheduled waterline system improvements may also require water service to be turned off to conduct necessary work. Residents should be prepared by having the recommended amount of water stored in their emergency preparedness kit to meet their needs until water service can be restored.

When necessary, DOW issues specific water service advisories to notify customers of possible impacts to water service, systems or a potential interference with the water quality that customers have come to trust. Water service advisories may include: water conservation requests, a do-not-drink advisory; in addition to water service shutdown announcements. The following information helps to provide guidelines for customer action during and before an emergency occurs:

Water Conservation Request

A water conservation request is typically issued to help prevent water storage tanks from draining; causing a water system outage. During a water conservation request, customers are advised to limit water use to essential needs only; such as: drinking, cooking and sanitation needs only. In addition, customers should also turn-off plumbing fixtures that automatically draw water (irrigation, ice machines, etc.) for the duration of the conservation notice.

Do Not Drink (DND) Advisory

A DND advisory is typically issued if the quality of the water may be compromised. During a DND advisory, customers are advised not to consume tap water until further notice. This includes: drinking, making ice, brushing teeth, washing dishes, and preparing food. Tap water should not be consumed until the Department of Water has officially announced it is safe to do so.

How to store water

To store water properly, you should:

- **Use clean containers, preferably those designed for water storage.** Do not use containers that stored questionable materials or food with strong odors (mayonnaise, pickles, etc.) as the water will pick up the odor during storage.

- **Disinfect containers.** Wash containers thoroughly, then rinse it in a mild bleach solution (one capful of liquid bleach to one gallon of water), and then rinse thoroughly.
- **Fill container with water from the tap.** Fill the container to the top, keeping a minimal amount of air between the water and the cap. Store it in a cool, dark place.
- **Optional – Boiling or bleach disinfection.** If you prefer, you can boil water before storing it. You should boil the water at a rolling boil for 1 to 3 minutes, let it cool down until it is slightly warm, fill the containers, and then seal and store immediately. Liquid bleach may also be used to disinfect water that has not been boiled. Add 1 to 8 drops of new, unscented liquid bleach with strength of 5% to 6% (like Clorox) per gallon of water. Seal and store immediately. For questions about boiling or bleach disinfection, please call DOW's Water Quality Division at 245-5446.

What to do in a storm

Severe weather conditions can affect DOW's water facilities. If this occurs, the following should be implemented:

- **Stay tuned to news reports.**
- **During an electrical power outage keep water use to an absolute minimum.** In the event of a power outage, the DOW may shut off valves and isolate tanks to reduce risk of damage and water loss. If this occurs, water service will be restored as soon as it is safe for personnel to go out and make the repairs.
- **Immediately begin water conservation measures.** Use water sparingly. Water should be used for essential uses only; such as cooking, drinking and sanitation needs. Keep toilet flushing to a minimum.
 - Collect rain water to utilize for non-potable water needs. Do not drink rain water.
 - Turn off or disconnect any devices or fixtures that regularly draw water. Such devices include automatic icemakers and irrigation systems.

What to do After the Storm

- **Stay tuned to news reports.** The DOW will update the public on the status of the water system, including any warranted drinking water quality advisories through the media and BlackBoard Connect CTY.
- **Continue water conservation measures.** After the storm has passed, DOW will need to conduct assessment of its water facilities. Water conservation is needed in order to avoid a water outage, in case there are damages to our system. The DOW will send out a notice to the public when the water conservation request has been lifted.

The Hawaii Emergency Management Agency (HI-EMA) recommends storing one gallon of water, per person, per day for at least fourteen days for drinking and sanitation purposes, as part of an emergency preparedness kit.

Residents are also advised to sign-up for the County of Kaua'i's BlackBoard Connect CTY notification service at www.kauai.gov/KEMA or call the Kauai Emergency Management Agency at 241-1800.

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